Service Coordination Board Meeting Summary

Date: 27 June 2012

Members in attendance:

	Member	In Attendance
AES	Patric Den Hartog*	√
	John Maclean	√
	Geoff Pile*	√
ASD	Michael Borland	*
	Ali Nassiri	*
XSD	Mark Beno	√
	Chris Jacobsen	
Upgrade Project	Tom Fornek	√
	Mohan Ramanathan	

* ASD Director Zholents represented ASD
  Pile teleconferenced
  Den Hartog standing in for Pile as an AES ADD during Pile's assignment to the APS Upgrade Project

Secretary: Steve Davey

Summary of New Action Items:

1. **Action item:** Davey to change status on projects 414 and 418 to *Approved*.

2. **Action Item:** Fornek to talk to Dean Haeffner about the potential impact on the standard components for the Upgrade if engineering support is reassigned to IEX and will report back.

3. **Action Item:** Beno to discuss with Young and Jacobsen the idea of assigning AES technicians to beamlines on maintenance days after maintenance work is done.

Meeting Summary

Feedback from XSD

Beno reported on a presentation about the SCB to XSD, and he reported it went well. From feedback he received, the Board may consider moving more attention to IT. BCDA is recognized to be overloaded and XSD may support additional resources for BCDA.

Accelerator Ion Pump Controllers Proposal

AES representatives reported that AES will provide funding for replacing ion pump controllers for the

linac and PAR. AES requested approval for projects 414 and 418 to provide the effort to install the controllers. The work will be fitted in as support becomes available and is expected to have minimal impact on other activities. The Board concurred and the projects are to be *Approved*.

Action item: Davey to change status on projects 414 and 418 to *Approved*.

AES spent $150K on procuring switches to provide redundancy on beamline networks and storage for XSD.

Engineering Support for IEX

A NSF site visit for IEX will take place the end of July, and there are funds that should be spent by the end of the fiscal year. Work done by IEX and the PI's releasing of funds occurred later than expected. Den Hartog reported that more MED support is needed to accelerate work for IEX: 320 additional hours of engineering support is being sought through the end of the fiscal year. If effort is diverted to IEX, it will impact the engineering support planned for the Upgrade Project's "standard components." If reassigned from the Upgrade Project to IEX, costs to the Upgrade will be reduced and costs to the operating budget will increase. Backfill for the Upgrade will need to be evaluated.

Action Item: Fornek to talk to Dean Haeffner about the potential impact on the standard components for the Upgrade if engineering support is reassigned to IEX and will report back.

Closing-Out Projects

Two projects (Complete 12-ID Upgrade, No. 478, and LTP Table and Optics, No. 488) are winding down and have gone well. Upon completion, Davey to send a satisfaction survey to the Project requesters.

IT and Help Desk Coordinator

A Help Desk Coordinator has been appointed to help ensure no request is being overlooked and to help with status reporting. Feedback is sought at the close of a Help Desk request, and it was estimated that ~10% time the satisfaction survey is completed. There is "folk lore" that the way to get IT support is to bypass the Help Desk and go directly to someone in the IT Group. Currently IT tries to close out all Help Desk request within 4 weeks, IT will try to reduce that to 3 weeks. Ken Sidorowicz does look at and respond to all surveys that provide negative feedback.

Additional Technician Support for Beamlines

Pile reported on some ideas to make AES technicians available to help XSD and ASD. One opportunity is on maintenance days during runs, after the accelerator work is completed, AES technicians may be made available for a couple of hours in the afternoon. Pile emphasized that task should be appropriate for the technicians (e.g., not custodial work).

Pile suggested the trial could start promptly. Beno recommended it might work best to start with a subset of XSD that is used to working with technicians. An informal list of tasks should be prepared.

Beno cautioned that we don't want to have people sent to help without having tasks set up for them to do.

Maclean: all types of technicians included. Pile: AES Group Leaders are on-board with this.

Supervision will be needed on both sides and tasks should fall within "skill of the worker" tasks.

The idea was positively received and is viewed as a way to better integrate the APS as a team.

Action Item: Beno to discuss with Young and Jacobsen the idea of assigning AES technicians to beamlines on maintenance days after maintenance work is done.